

**Contract 07-394A-AC**  
**Network Services**

**Questions and Answers**

The following questions have been submitted from vendors regarding the referenced contract above:

1. Question: Do you have to respond or bid to every requirement on the specifications?  
Answer: No. However, the evaluation proposal committee has the right to deduct points for not meeting 100% of the contract requirements.
2. Question: Is there going to be one award or multiple awards?  
Answer: Though not guaranteed, the State anticipates multiple awarding the contract.
3. Question: How many locations will services be provided, statewide?  
Answer: An exact number is not available. However, there are approximately 350 agency locations statewide.
4. Question: When is the deadline for written questions?  
Answer: The deadline for written questions as stated in the bid document is February 7, 2007.
5. Question: In the old RFP there was a description for job skills under labor categories will there be an addendum listing this skills because they are not in the new RFP?  
Answer: This information was posted on the Government Support Services web site on February 8, 2007.
6. Question: Can hosting services come from outside the US unlike telephone services?  
Answer: No
7. Question: I have conflicting information in regards to the date of the mandatory Pre-bid meeting for Network Services. The email states 2/14@1 and on the website and the RRFP it states 2/1@ 10:30.  
Answer: There are two pre-bids scheduled. One is for Network Services which was held at 10:30 a.m. on February 1, 2007. The second mandatory pre-bid for Network Hardware is scheduled for 1:00p.m. on February 14, 2007. The website states both pre-bids correctly.

8. Question: Is a due date extension possible?

Answer: No. The State feels the current due date of February 27<sup>th</sup> provides sufficient time for vendors to prepare and submit their bids.

9. Question: Could you please clarify what the liquidated damages might be?

Answer: This clause is part of the standard boilerplate language and has never been used by the State of Delaware and will not be used for this contract. It simply means that the awarded vendor(s) and the State agree to an agreed upon settlement amount if the vendor(s) should default on the contract.

10. Question: At the pre-bid meeting it was stated that Off Shore telephone support is not permitted but the Off Shore hosting was not fully explained. In the RFP it states No Activity is to be executed in an off shore facility. Is this true for all aspects of this contract award?

Answer: Yes.

11. Question: What deposits shall be returned? Is there a bid deposit for this RFP?

Answer: There are no deposits as part of this RFP since there is no Bid Bond required as stated on page 6, item seven (7) of the RFP.

12. Question: Please provide a copy of the State standards, or give us your permission to make direct contact with Mr. Jim Salb to obtain those standards.

Answer: You are free to contact Jim Selb at the number listed in the RFP.

13. Question: Please provide the addendum.

Answer: Please refer to the State's reply to question five (5).

14. Question: The former version of this RFP appears to be "CONTRACT NO. 06-394-AC", dated August 28, 2006. In that former RFP the skill levels (Level 1, Level 2, and Level 3) were described on pages 34 and 35, section title "Job Skill Specifications". Please release that information as a new Appendix to the current RFP. We can provide you bids based on your detailed skills requirements. If that information is no longer relevant, please provide detailed descriptions of the skills expected for each Job Title at each Level.

Answer: This information is contained in addendum #1 that is posted on our web site.

15. Question: Does the State run Linux as well as MS OS? Does the State need pricing for both?

Answer: The State uses various operating systems and although support may be sought, this pricing is not a part of the RFP response.

16. Question: Would remote/telephone support be for all end users or just for OS? If end-user support is the requirement, please provide the full list of software for which the support is required.

Answer: The request refers to OS support, though additional support may be negotiated by the agencies separately.

17. Question: What percentage of the servers will the State provide?

Answer: Servers and other hardware are not part of the contract scope.

18. Question: What percentage of the servers is internet facing vs. non-internet facing that is, dedicated for use by government agencies?

Answer: This information is not available. Support pricing quotes should be per server. There is no assumption that the provider will support all State servers.

19. Question: There are two references to this Appendix in the RFP (once in the PDF and once in the XLS files), but that information was not provided with the RFP documents.

Answer: There is no Appendix A1, only Appendix A which is part of the RFP. Appendix A1 was referenced in the original RFP document for contract 06-394-AC, and was not deleted from the current RFP document. Appendix A in Excel format is a separate document on our website that vendors must submit on a soft copy CD.

20. Question: If we do not offer 5x10 coverage, would the State be interested in seeing our pricing for 5x8?

Answer; Yes, The State will consider any minor exceptions to the RFP requirements.

21. Question: Please confirm that we can offer a functionally equivalent solution from the IBM server brand.

Answer: Any references to brand names always include approved equal functionality.

22. Question: Appendix A-There is hidden text throughout the Excel Document. Please re-release this XLS file, to fix and confirm (or remove) these requirements:

Answer: There is no hidden text in the Excel Document. It is formatted so vendors Can fill in their applicable pricing quotes.

23. Question: Page 9, #21 requires “business references of similar size and scope”. Since there is no size given in the RFP, please provide an estimate (or an estimated range) in terms of dollar or hours for the services to be ordered per year under this contract.

Answer: The term similar size and scope refers to enterprise such as the State of Delaware.

24. Question: The RFP requests “remote telephone support”, but does not specify the level of remote telephone support the state requires.

Answer: OS level support.

25. Question: Based on the number of sites that will be affected in this solution, will the State grant secure VPN access to awarded vendor(s) for remote network maintenance and troubleshooting from an “offsite” network management facility operated by the primary contractor, or approved contractor?

Answer: Remote access is evaluated on a case-by-case basis. If this is a requirement For your response to be valid, please note accordingly.

26. Question: Does the State wish to purchase networking monitoring software for its own use and the use of the vendor, r is this the sole responsibility of the vendor(s)?

Answer: The scope of the contract is for services only. The State will not purchase software. The tools necessary to provide those services will be the responsibility of the vendor(s) awarded the contract.

27. Question: What are the requirements for the “Offsite” data storage and disaster recovery facility, and will that facility and its engineers be granted secure VPN access to the State’s network for remote diagnostics, as long as they are under contract with the primary vendor?

Answer: The State has a contract for “Offsite” data storage, number 04-406-JS, located on the Government Support Services website at [gss.omb.delaware.gov](http://gss.omb.delaware.gov) Vendors should review this contract to insure they can meet the same requirements.

28. Question: What terms and conditions is the State of Delaware willing to accept for “change orders” and/or “additions” related to service calls and support that fall out of the scope of work?

Answer: Any change orders or additions that fall outside the scope of the contract will Require the awarded vendor(s) to negotiate/coordinate directly with the respective State agency.

29. Question: what are the “normal” operating hours of the State of Delaware that will affect this support contract?

Answer: Normal operating hours may vary. However, it is save to say that most Agencies have a normal work day starting at 7:30-8:00 a.m. and ending at 4:30-5:00 p.m. Some agencies do have sections that with 24/7 operations.

30. Question: Will there be any after hours, weekend, or holiday support required under the SLA terms?

Answer: Yes, after hours support is an option that the respective agency may want to purchase.

31. Question: What is an acceptable telephone response time for the State of Delaware? (30 minutes, one hour, etc)

Answer: The State asks that you provide your response times based on your capabilities and this data will be used as part of the overall evaluation of your proposal.

32. Question: What is an acceptable physical response time for the State of Delaware pertaining to the SLA?

Answer: Please refer to the State's response to question 31 above.